

Notice of Allowability

Application No.

09/603,302

Examiner

Carolyn M. Bleck

Applicant(s)

CHILDRESS, ALLEN B.

Art Unit

3626

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to the appeal brief mailed 10/13/06.
2. ☒ The allowed claim(s) is/are 1,4,5,8-13,17-20,24,26-28,43,46,47,51,54,58-60,64,66-68,81,83,85,86,88,91,92,95,97,99,114 and 118-124 (now renumbered 1-47).

3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) ☐ All b) ☐ Some* c) ☐ None of the:

1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.

5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.

(a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached

1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.

(b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of

Paper No./Mail Date _____.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).

6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☒ Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date See Continuation Sheet
4. ☐ Examiner's Comment Regarding Requirement for Deposit
of Biological Material

5. ☐ Notice of Informal Patent Application

6. ☐ Interview Summary (PTO-413),
Paper No./Mail Date _____.

7. ☒ Examiner's Amendment/Comment

8. ☒ Examiner's Statement of Reasons for Allowance

9. ☐ Other _____.

Continuation of Attachment(s) 3. Information Disclosure Statements (PTO/SB/08), Paper No./Mail Date: 24 July 2006, 27 January 2004 & 1 July 2004 .

DETAILED ACTION

Notice to Applicant

1. This communication is in response to the Appeal Brief filed on 13 October 2006. Claims 1-6, 8-20, 22, 24-28, 43-48, 51-60, 62-68, 81-92, 94-99, 114-115, and 117-122 are pending in the Appeal Brief. The Information Disclosure Statements filed on 27 January 2004, 1 July 2004, and 24 July 2006 have been entered and considered.

EXAMINER'S AMENDMENT

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Chris Thompson on 4/10/07.

The application has been amended as follows:

(A) The title has been changed to "Dynamic Help Method and System for an Insurance Claims Processing System."

(B) Please see attached Exhibit A for a current listing of ALL pending claims.

This listing of claims replaces all previous listings of pending claims:

Notes about Exhibit A:

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(1) Claims 1, 4, 13, 24, 43, 54, 64, 81, 88, 95, 118-119 have been amended as per Exhibit A.

(2) Claims 2-3, 6-7, 14-16, 21-23, 29-42, 44-45, 48-50, 52-53, 55-57, 61-63, 65, 69-80, 82, 84, 87, 89-90, 93-94, 96, 98, 100-113, and 115-117 have been cancelled. See Exhibit A.

(3) Please amend the status identifier of claim 4 listed in Exhibit A to (Currently amended).

(4) Please replace "The method of claim 3" within claim 114, line 1, in Exhibit A with "The method of claim 1."

Allowable Subject Matter

3. Claims 1, 4-5, 8-12, 114, 120-122 (renumbered 1-12); claims 13, 17-19, and 20 (renumbered 13-17); claims 24, 26-28 (renumbered 18-21); claims 43, 46-47, and 51 (renumbered 22-25); claims 54, 58-60 (renumbered 26-29); claims 64, 66-68 (renumbered 30-33); claims 81, 83, 85-86 (renumbered 34-37); claims 88, 91-92 (renumbered 38-40); claims 95, 97, 99 (renumbered 41-43); and claims 123, 118-119, and 124 (renumbered 44-47) are allowed. The following is an examiner's statement of reasons for allowance:

(A) Claims 1 and 13 are directed towards a method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method including the following steps:

- (a) "wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;"
- (b) "wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents; and"
- (c) "determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and determining a second relevance value for the second unit of help information read from the second help information entry for the first step; wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

The Examiner relied on the following references to teach the features of claim 1: Ryan et al. (5,655,085), Brooks et al. (4,992,972), Borghesi et al. (5,950,169), Vaidyanathan et al. (6,467,081), and Livingston (6,452,607). The closest prior art of

record, Ryan (5,655,085), teaches providing a computerized help system that is preferably a context sensitive, hypertext-linked system (Fig. 3C-1 and 4A, col. 14 lines 37-40, col. 23 lines 1-5, col. 24 lines 1-20, and col. 26 lines 20-50). However, Ryan failed to disclose how the help system actually worked (i.e., the functionality of the system).

The Examiner relied on Livingston to teach “wherein the first unit of help information for the first step comprises context sensitive help for the first step, *wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated*, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.” Livingston fails to teach automatically invoking and displaying context sensitive help when a first insurance claim processing step is initiated. Livingston only displays the help control when the control option it relates to is noteworthy or in a state that merits a user’s attention. Further, the help control is an icon (110 in Figure 2) rather than a unit of help information as described in claim 1. The icon does not include a unit of help information.

The Examiner relied on Brooks to teach the following (these limitations were originally part of claim 6):

(b) “wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text

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table, wherein units of help information in the text table include text sections from the one or more documents; and”

(c) “determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and determining a second relevance value for the second unit of help information read from the second help information entry for the first step; wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.”

Brooks teaches selecting relevant help module names based on user input and ordering a list of help module names based on how many times its TOPIC was accessed in the topic table by all of the search words entered by a user. (col. 10 lines 17-36). The TOPICS correlate with the module names and titles. (col. 10 lines 17-36). In addition, the help object is structured such that there is a module name and text associated with it (Fig. 5).

However, Brooks fails to disclose “determining a first relevance value for the first unit of help information read from the first help information entry for a step, determining a second relevance value for a second unit of help information read from the second help information entry for the step, and wherein in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.”

Further, Brooks fails to disclose a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents.

(B) Claim 24 (now renumbered 18) is directed towards a method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method including the following steps:

(a) "wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;"

(b) "wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents;

(c) "wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

The Examiner relied on the following references to teach the features of claim 1: Ryan et al. (5,655,085), Brooks et al. (4,992,972), Borghesi et al. (5,950,169), Vaidyanathan et al. (6,467,081), and Livingston (6,452,607). The closest prior art of record, Ryan (5,655,085), teaches providing a computerized help system that is preferably a context sensitive, hypertext-linked system (Fig. 3C-1 and 4A, col. 14 lines 37-40, col. 23 lines 1-5, col. 24 lines 1-20, and col. 26 lines 20-50). However, Ryan failed to disclose how the help system actually worked (i.e., the functionality of the system).

The Examiner relied on Livingston to teach “wherein the first unit of help information for the first step comprises context sensitive help for the first step, *wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated*, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.” Livingston fails to teach automatically invoking and displaying context sensitive help when a first insurance claim processing step is initiated. Livingston only displays the help control when the control option it relates to is noteworthy or in a state that merits a user’s attention. Further, the help control is an icon (110 in Figure 2) rather than a unit of help information as described in claim 1. The icon does not include a unit of help information.

The Examiner relied on Brooks to teach the following:

(b) “wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein

units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents; and"

(c) "wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

Brooks teaches selecting relevant help module names based on user input and ordering a list of help module names based on how many times its TOPIC was accessed in the topic table by all of the search words entered by a user. (col. 10 lines 17-36). The TOPICS correlate with the module names and titles. (col. 10 lines 17-36). In addition, the help object is structured such that there is a module name and text associated with it (Fig. 5).

However, Brooks fails to disclose "wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections." Further, Brooks fails to disclose a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents.

(C) Claims 4-5, 8-12, 114, 120-122 (renumbered 1-12), claims 17-19, and 20 (renumbered 14-17), and claims 26-28 (renumbered 19-21) incorporate the features of claims 1, 13, and 24 (renumbered 18), and are allowed for the same reasons given above.

(D) Claims 43 and 54 (now renumbered 22 and 26) are directed towards a bodily injury insurance claims processing system comprising a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to perform the following:

(a) "wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents."

(b) "wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;" and

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(c) "determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and determining a second relevance value for the second unit of help information read from the second help information entry for the first step; wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

The Examiner relied on the following references to teach the features of claim 43: Ryan et al. (5,655,085), Brooks et al. (4,992,972), Borghesi et al. (5,950,169), Vaidyanathan et al. (6,467,081), and Livingston (6,452,607). The closest prior art of record, Ryan (5,655,085), teaches providing a computerized help system that is preferably a context sensitive, hypertext-linked system (Fig. 3C-1 and 4A, col. 14 lines 37-40, col. 23 lines 1-5, col. 24 lines 1-20, and col. 26 lines 20-50). However, Ryan failed to disclose how the help system actually worked (i.e., the functionality of the system).

The Examiner relied on Livingston to teach "wherein the first unit of help information for the first step comprises context sensitive help for the first step, *wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated*, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display." Livingston fails to teach automatically invoking and displaying context

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sensitive help when a first insurance claim processing step is initiated. Livingston only displays the help control when the control option it relates to is noteworthy or in a state that merits a user's attention. Further, the help control is an icon (110 in Figure 2) rather than a unit of help information as described in claim 43. The icon does not include a unit of help information.

The Examiner relied on Brooks to teach the following (these limitations were originally part of claim 6):

(b) "wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents; and"

(c) "determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and determining a second relevance value for the second unit of help information read from the second help information entry for the first step; wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

Brooks teaches selecting relevant help module names based on user input and ordering a list of help module names based on how many times its TOPIC was accessed in the topic table by all of the search words entered by a user. (col. 10 lines 17-36). The TOPICS correlate with the module names and titles. (col. 10 lines 17-36). In addition, the help object is structured such that there is a module name and text associated with it (Fig. 5).

However, Brooks fails to disclose “determining a first relevance value for the first unit of help information read from the first help information entry for a step, determining a second relevance value for a second unit of help information read from the second help information entry for the step, and wherein in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.” Further, Brooks fails to disclose a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents.

(E) Claim 64 (now renumbered 30) is directed towards a bodily injury insurance claims processing system comprising a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to perform the following:

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- (a) "wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;"
- (b) "wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents;
- (c) "wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

The Examiner relied on the following references to teach the features of claim 1: Ryan et al. (5,655,085), Brooks et al. (4,992,972), Borghesi et al. (5,950,169), Vaidyanathan et al. (6,467,081), and Livingston (6,452,607). The closest prior art of record; Ryan (5,655,085), teaches providing a computerized help system that is preferably a context sensitive, hypertext-linked system (Fig. 3C-1 and 4A, col. 14 lines 37-40, col. 23 lines 1-5, col. 24 lines 1-20, and col. 26 lines 20-50). However, Ryan failed to disclose how the help system actually worked (i.e., the functionality of the system).

The Examiner relied on Livingston to teach “wherein the first unit of help information for the first step comprises context sensitive help for the first step, *wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated*, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.” Livingston fails to teach automatically invoking and displaying context sensitive help when a first insurance claim processing step is initiated. Livingston only displays the help control when the control option it relates to is noteworthy or in a state that merits a user’s attention. Further, the help control is an icon (110 in Figure 2) rather than a unit of help information as described in claim 1. The icon does not include a unit of help information.

The Examiner relied on Brooks to teach the following:

(b) “wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents; and”

(c) “wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.”

Brooks teaches selecting relevant help module names based on user input and ordering a list of help module names based on how many times its TOPIC was accessed in the topic table by all of the search words entered by a user. (col. 10 lines 17-36). The TOPICS correlate with the module names and titles. (col. 10 lines 17-36). In addition, the help object is structured such that there is a module name and text associated with it (Fig. 5).

However, Brooks fails to disclose "wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

Further, Brooks fails to disclose a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents.

(F) Claims 46-47 and 51 (renumbered 23-25), claims 58-60 (renumbered 27-29), and claims 66-68 (renumbered 31-33) incorporate the features of claims 43, 54, and 64 (renumbered 22, 26, and 30), and are allowed for the same reasons given above.

(G) Claims 81 and 88 (renumbered 34 and 38) are directed towards a carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

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- (a) "wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents."
- (b) "wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;" and
- (c) "determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and determining a second relevance value for the second unit of help information read from the second help information entry for the first step; wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

The Examiner relied on the following references to teach the features of claim 81: Ryan et al. (5,655,085), Brooks et al. (4,992,972), Borghesi et al. (5,950,169), Vaidyanathan et al. (6,467,081), and Livingston (6,452,607). The closest prior art of record, Ryan (5,655,085), teaches providing a computerized help system that is

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preferably a context sensitive, hypertext-linked system (Fig. 3C-1 and 4A, col. 14 lines 37-40, col. 23 lines 1-5, col. 24 lines 1-20, and col. 26 lines 20-50). However, Ryan failed to disclose how the help system actually worked (i.e., the functionality of the system).

The Examiner relied on Livingston to teach “wherein the first unit of help information for the first step comprises context sensitive help for the first step, *wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated*, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.” Livingston fails to teach automatically invoking and displaying context sensitive help when a first insurance claim processing step is initiated. Livingston only displays the help control when the control option it relates to is noteworthy or in a state that merits a user’s attention. Further, the help control is an icon (110 in Figure 2) rather than a unit of help information as described in claim 81. The icon does not include a unit of help information.

The Examiner relied on Brooks to teach the following (these limitations were originally part of claim 6):

(b) “wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of

help information in the text table include text sections from the one or more documents; and”

(c) “determining a first relevance value for the first unit of help information read from the first help information entry for the first step; and determining a second relevance value for the second unit of help information read from the second help information entry for the first step; wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.”

Brooks teaches selecting relevant help module names based on user input and ordering a list of help module names based on how many times its TOPIC was accessed in the topic table by all of the search words entered by a user. (col. 10 lines 17-36). The TOPICS correlate with the module names and titles. (col. 10 lines 17-36). In addition, the help object is structured such that there is a module name and text associated with it (Fig. 5).

However, Brooks fails to disclose “determining a first relevance value for the first unit of help information read from the first help information entry for a step, determining a second relevance value for a second unit of help information read from the second help information entry for the step, and wherein n determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.”

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Further, Brooks fails to disclose a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents.

(H) Claim 95 (renumbered 41) a directed towards a carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement the following:

- (a) "wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;"
- (b) "wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents;
- (c) "wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections."

The Examiner relied on the following references to teach the features of claim 1: Ryan et al. (5,655,085), Brooks et al. (4,992,972), Borghesi et al. (5,950,169), Vaidyanathan et al. (6,467,081), and Livingston (6,452,607). The closest prior art of record, Ryan (5,655,085), teaches providing a computerized help system that is preferably a context sensitive, hypertext-linked system (Fig. 3C-1 and 4A, col. 14 lines 37-40, col. 23 lines 1-5, col. 24 lines 1-20, and col. 26 lines 20-50). However, Ryan failed to disclose how the help system actually worked (i.e., the functionality of the system).

The Examiner relied on Livingston to teach “wherein the first unit of help information for the first step comprises context sensitive help for the first step, *wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated*, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display.” Livingston fails to teach automatically invoking and displaying context sensitive help when a first insurance claim processing step is initiated. Livingston only displays the help control when the control option it relates to is noteworthy or in a state that merits a user’s attention. Further, the help control is an icon (110 in Figure 2) rather than a unit of help information as described in claim 1. The icon does not include a unit of help information.

The Examiner relied on Brooks to teach the following:

(b) “wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise: a header table, wherein

units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents; and”

(c) “wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.”

Brooks teaches selecting relevant help module names based on user input and ordering a list of help module names based on how many times its TOPIC was accessed in the topic table by all of the search words entered by a user. (col. 10 lines 17-36). The TOPICS correlate with the module names and titles. (col. 10 lines 17-36). In addition, the help object is structured such that there is a module name and text associated with it (Fig. 5).

However, Brooks fails to disclose “wherein, the first plurality of help information units are displayed in order of their relevance values, and wherein in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.” Further, Brooks fails to disclose a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and a text table, wherein units of help information in the text table include text sections from the one or more documents.

(I) Claims 83 and 85-86 (renumbered 35-37); claims 91-92 (renumbered 39-40); claims 97 and 99 (renumbered 42-43) incorporate the features of claims 81, 88, and 95 (renumbered 34, 38, and 41), and are allowed for the same reasons given above.

(J) Claim 123 (renumbered 44) directed a method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

- (a) determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

- (b) determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

- (c) wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display; and

- (d) wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the second relevance value comprises

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determining a position of the code or the term in the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

Livingston teaches "wherein the first unit of help information for the first step comprises context sensitive help for the first step, *wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated*, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display." Livingston fails to teach automatically invoking and displaying context sensitive help when a first insurance claim processing step is initiated. Livingston only displays the help control when the control option it relates to is noteworthy or in a state that merits a user's attention. Further, the help control is an icon (110 in Figure 2) rather than a unit of help information as described in claim 123. The icon does not include a unit of help information.

The Examiner relied on Brooks to teach the following:

- (a) determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
- (b) determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and
- (c) wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim

and text sections from the one or more documents, wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the second relevance value comprises determining a position of the code or the term in the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

Brooks teaches selecting relevant help module names based on user input and ordering a list of help module names based on how many times its TOPIC was accessed in the topic table by all of the search words entered by a user. (col. 10 lines 17-36). The TOPICS correlate with the module names and titles. (col. 10 lines 17-36). In addition, the help object is structured such that there is a module name and text associated with it (Fig. 5).

However, Brooks fails to disclose (a) determining a first relevance value for the first unit of help information read from the first help information entry for the first step; (b) determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and (c) wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the second relevance value comprises determining a position of the code or the term in the

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second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

(K) Claim 124 (renumbered 47) is directed to a method for providing context-sensitive help in a computer-based bodily injury insurance claims system comprising a display, the method comprising:

- (a) determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

- (b) determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

- (c) wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display; and

- (d) wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining at least one of the relevance values comprises:

- (i) using a word count for a term or a code from the help information entry to produce a percentage relevance value;

(ii) using a position of a code or a term in the help information entry and using position of the occurrence and the total word count of the portion of the documents to produce a positional relevance value; and

(iii) combining the percentage relevance value and the positional relevance value to produce the relevance value for the occurrence, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

Livingston teaches "wherein the first unit of help information for the first step comprises context sensitive help for the first step, *wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated*, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display." Livingston fails to teach automatically invoking and displaying context sensitive help when a first insurance claim processing step is initiated. Livingston only displays the help control when the control option it relates to is noteworthy or in a state that merits a user's attention. Further, the help control is an icon (110 in Figure 2) rather than a unit of help information as described in claim 123. The icon does not include a unit of help information.

The Examiner relied on Brooks to teach the following:

(a) determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

(b) determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and

(c) wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents and wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

Brooks teaches selecting relevant help module names based on user input and ordering a list of help module names based on how many times its TOPIC was accessed in the topic table by all of the search words entered by a user. (col. 10 lines 17-36). The TOPICS correlate with the module names and titles. (col. 10 lines 17-36). In addition, the help object is structured such that there is a module name and text associated with it (Fig. 5).

However, Brooks fails to disclose (a) determining a first relevance value for the first unit of help information read from the first help information entry for the first step; (b) determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and (c) wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents and wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

Kaufman was relied on to teach wherein determining at least one of the relevance values comprises: (i) using a word count for a term or a code from the help information entry to produce a percentage relevance value; (ii) using a position of a code or a term in the help information entry and using position of the occurrence and the total word count of the portion of the documents to produce a positional relevance value; and (iii) combining the percentage relevance value and the positional relevance value to produce the relevance value for the occurrence, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

However, Kaufman discloses (a) counting the number of occurrences of a query-word or assessing the frequency of which a query-word appears in a database of candidate documents and calculating the inverse document frequency based on the number of occurrences of a query-word in a document (col. 2 lines 42-53, col. 6 lines 24-65, col. 8 lines 10-31); (b) determining the relevance of a document based on the query-word's location within the document and determining the inverse frequencies for all distinct query words, which is based on the number of occurrences of the query words, to calculate a position-dependent spatial similarity score (col. 3 lines 28-47, col. 8 lines 10-31, col. 10 lines 11 to col. 12 line 45, col. 14 lines 14-23); and (c) using the outputs of inverse document frequency score calculated by the query quantitizer and position-dependent spatial similarity score calculated by the sentence quantitizer to calculate a relevance score for each candidate document and ranking those documents

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based on the score (col. 2 lines 42-53, col. 6 lines 24-65, col. 8 lines 10-31, col. 10 lines 11 to col. 12 line 45, col. 13 line 30 to col. 14 line 23).

However, Kaufman and Brooks fail to that when determining at least one of the first and second relevance values according to the steps above, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections. Kaufman only takes into account that a sentence is located at the beginning or end of a document, but fails to account for the differences between a header and text sections.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Carolyn Bleck whose telephone number is (571) 272-6767. The Examiner can normally be reached on Monday-Thursday, 8:00am – 5:30pm, and from 8:30am – 5:00pm on alternate Fridays.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Joseph Thomas can be reached at (571) 272-6776.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

5. **Any response to this action should be mailed to:**

Commissioner of Patents and Trademarks
Washington, D.C. 20231

Or faxed to:

(571) 273-8300	[Official communications]
(571) 273-8300	[After Final communications labeled "Box AF"]
(571) 273-6767	[Informal/ Draft communications, labeled "PROPOSED" or "DRAFT"]

Hand-delivered responses should be brought to the Knox Building, Alexandria, VA.

Carolyn Bleck
Carolyn M. Bleck
Patent Examiner
Art Unit 3626

4/5/07

Exhibit A

The following listing of claims will replace all prior versions and/or listings of claims in the application.

Listing of Claims:

1. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the insurance claim;

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step, wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
a text table, wherein units of help information in the text table include text sections from the one or more documents;
locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;
reading the first unit of help information for the first step from the first help information entry in the help database;
reading the second unit of help information for the first step from the second help information entry in the help database;
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a second relevance value for the second unit of help information read from the second help information entry for the first step;
displaying the first unit of help information read from the first help information entry for the first step on the display; and
displaying the second unit of help information read from the second help information entry for the first step on the display; and
displaying the display page for the first step on the display;
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and

wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

2-3. (Cancelled)

4. ^{Currently Amended}
~~(Previously presented)~~: The method of claim 1,
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;
wherein the ~~help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and~~
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.
5. (Original): The method of claim 4,
wherein said locating the first help information entry for the first step in the help database using the page identifier for the display page comprises:
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;
reading the first object identifier from the index table entry; and
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help

information entry further comprises the first unit of help information for the first step.

6-7. (Cancelled)

8. (Previously presented): The method of claim 1, wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

9. (Previously presented): The method of claim 1, wherein the first unit of help information read from the first help information entry for the display page is extracted from a guidebook comprising a plurality of terms used in bodily injury insurance claims processing.

10. (Previously presented): The method of claim 1, further comprising:
providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database;
receiving a first term to be searched for in the search interface;
initiating a search for the first term in the help database;
locating a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
reading the first unit of help information for the first term from the first help information entry in the help database; and
displaying the first unit of help information read from the first help information entry for the first term on the display.

11. (Original): The method of claim 10, further comprising:

locating a second help information entry for the first term in the help database,
wherein the second help information entry for the first term includes a
second unit of help information for the first term;
reading the second unit of help information for the first term from the second help
information entry in the help database; and
displaying the second unit of help information read from the second help
information entry for the first term on the display.

12. (Original): The method of claim 11, further comprising:
determining a first relevance value for the first unit of help information read from
the first help information entry for the first term;
determining a second relevance value for the second unit of help information read
from the second help information entry for the first term; and
wherein the first unit of help information and the second unit of help information
are displayed in order of their relevance values.

13. (Currently amended): A method for providing context-sensitive help in a computer-
based bodily injury insurance claims processing system comprising a display, the method
comprising:

initiating processing of a bodily injury insurance claim on the computer-based
bodily injury insurance claims processing system, wherein said processing
of the insurance claim on the computer-based bodily injury insurance
claims processing system comprises one or more steps, and wherein each
step is displayable in a display page on the display, and wherein
processing a bodily injury insurance claim comprises evaluating,
analyzing and estimating the amount of damage associated with the bodily
injuries;
initiating a first step in the processing of the bodily injury insurance claim;
retrieving a page identifier for the display page for the first step from display
information describing the display page for the first step, wherein the page

identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

a text table, wherein units of help information in the text table include text sections from the one or more documents;

locating a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;

reading the first object identifier from the first page identifier entry;

reading the second object identifier from the second page identifier entry;

locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;

locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the first help information table;

reading the second unit of help information for the first step from the second help information entry in the first help information table;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;
displaying the first unit of help information read from the first help information entry for the first step on the display;
displaying the second unit of help information read from the second help information entry for the first step on the display; and
displaying the display page for the first step on the display;
wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and
wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

14-16. (Cancelled).

17. (Original): The method of claim 13,
wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;
wherein the method further comprises:
 locating a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;
 retrieving the third object identifier from the first content item code entry;

locating a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;
reading the third unit of help information for the first content item of the first step from the third help information entry in the first help information table; and
displaying the third unit of help information read from the third help information entry for the first content item of the first step on the display.

18. (Original): The method of claim 17, further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and
wherein the first unit of help information and the third unit of help information are displayed on the display in order of their relevance values.
19. (Original): The method of claim 17, further comprising:
reading a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;
reading a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and
wherein the first unit of help information and the third unit of help information are displayed on the display in order of their relevance values.
20. (Previously presented): The method of claim 13,

wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

21-23. (Cancelled).

24. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for a display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

a text table, wherein units of help information in the text table
include text sections from the one or more documents;
retrieving a plurality of object identifiers from the plurality of page identifier
entries;
locating a first plurality of help information entries for the plurality of object
identifiers in the one or more help information tables, wherein each of the
first plurality of help information entries includes a unit of help
information for the display page for the first step;
reading a first plurality of units of help information for the display page for the
first step from the first plurality of help information entries;
reading a first plurality of relevance values for the first plurality of units of help
information from the plurality of page identifier entries in the one or more
index tables;
displaying the first plurality of units of help information read from the first
plurality of help information entries for the display page for the first step
on the display; and
displaying the display page for the first step on the display;
wherein the first unit of help information for the first step comprises context
sensitive help for the first step, wherein the context sensitive help for the
first step is automatically invoked and displayed on the display when the
first step is initiated, wherein the first step is displayed on one portion of
the display and the first unit of help information is displayed on another
portion of the display;
wherein the first plurality of help information units are displayed in order of their
relevance values; and
wherein, in determining at least one of the plurality of relevance values, a header
relevance value is adjusted such that occurrences in the headers are more
relevant than occurrences in the text sections.

25. (Cancelled)

26. (Previously presented): The method of claim 24,
wherein the first step includes a plurality of content items;
wherein the plurality of content items are displayed on the display page for the
first step;
wherein one or more of the plurality of content items of the first step are
associated with a content item code; and
wherein the method further comprises:
retrieving one or more content item codes for the one or more of the
plurality of content items;
locating one or more content item code entries for the one or more content
item codes in the one or more index tables, wherein each of the one
or more content item code entries includes an object identifier for
locating help information entries in the one or more help
information tables;
retrieving one or more object identifiers from the one or more content item
code entries for the one or more content item codes;
locating a second plurality of help information entries for the one or more
object identifiers in the one or more help information tables,
wherein the second plurality of help information entries for the one
or more object identifiers each include a unit of help information;
reading a second plurality of units of help information for the one or more
of the plurality of content items from the second plurality of help
information entries in the one or more help information tables; and
displaying the second plurality of units of help information read from the
second plurality of help information entries on the display.
27. (Original): The method of claim 26, further comprising:
reading a first plurality of relevance values for the first plurality of units of help
information from the plurality of page identifier entries in the one or more
index tables;

reading one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables; and
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the relevance values.

28. (Previously presented): The method of claim 26, further comprising:
determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

Claims 29-42 (Cancelled)

43. (Currently amended): A bodily injury insurance claims processing system comprising:
a computer system including a memory medium;
a display device coupled to the computer system;
one or more user input devices coupled to the computer system;
a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database; and
a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

initiate processing of a bodily injury insurance claim on the bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein each step is associated with a page identifier, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim;
locate a first help information entry for the first step in the help database using a page identifier for the first step, wherein the page identifier for the display page for the first step is a unique code for a display page for the first step, wherein the first help information entry for the first step includes a first unit of help information for the first step, wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
a text table, wherein units of help information in the text table include text sections from the one or more documents;;

read the first unit of help information for the first step from the first help information entry in the help database;

read the second unit of help information for the first step from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

display the first unit of help information read from the first help information entry for the first step on the display device; and displaying the second unit of help information read from the second help information entry for the first step on the display; and display the display page for the first step on the display device; wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

44-45. (Cancelled)

46. (Previously presented): The system of claim 43, wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier; wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching

index table entry object identifiers to help information entry object identifiers.

47. (Previously presented): The system of claim 46,
wherein, in said locating the first help information entry for the first step in the help database using the page identifier for the display page, the bodily injury insurance claims processing program is further executable to:
locate in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;
read the first object identifier from the index table entry; and
locate in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.

48-50. (Cancelled.)

51. (Previously presented): The system of claim 43, wherein the bodily injury insurance claims processing program is further executable to:
provide a search interface on the display device, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database from one or more of the user input devices;
accept a first term to be searched for in the search interface, wherein the first term is entered by a user of the bodily injury insurance claims processing system using one or more of the user input devices;
initiate a search for the first term in the help database;

locate a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
read the first unit of help information for the first term from the first help information entry in the help database; and
display the first unit of help information read from the first help information entry for the first term on the display device.

52-53. (Cancelled)

54. (Currently amended): A bodily injury insurance claims processing system comprising:

- a computer system including a memory medium;
- a display device coupled to the computer system;
- a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:
 - one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;

- one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database, wherein the one or more help information tables comprise:

- a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

- a text table, wherein units of help information in the text table include text sections from the one or more documents; and

- one or more index tables comprising index table entries configured for use in locating help information entries in the one or more help information tables; and

a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

- initiate processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiate a first step in the processing of the bodily injury insurance claim;
- retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;
- locate a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in the one or more help information tables;
- locate a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;
- read the first object identifier from the first page identifier entry;
- read the second object identifier from the second page identifier entry;
- locate a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;

locate a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step; read the first unit of help information for the first step from the first help information entry in the first help information table;

read the second unit of help information for the first step from the second help information entry in the first help information table;

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;

determine a second relevance value for the second unit of help information read from the second help information entry for the first step;

display the first unit of help information read from the first help information entry for the first step on the display device; and

displaying the second unit of help information read from the second help information entry for the first step on the display; and

display the display page for the first step on the display device;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and

wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

55-57. (Cancelled)

58. (Previously presented): The system of claim 54,
wherein the first step includes one or more content items each associated with a
content item code, and wherein the content items are displayable on the
display page for the first step;
wherein the bodily injury insurance claims processing program is further
executable to:
locate a first content item code entry for the first content item code in the
first index table, wherein the first content item code entry includes
a third object identifier for locating help information entries in the
one or more help information tables;
retrieve the third object identifier from the first content item code entry;
locate a third help information entry for the third object identifier in the
first help information table, wherein the third help information
entry for the third object identifier includes a third unit of help
information for the first content item of the first step;
read the third unit of help information for the first content item of the first
step from the third help information entry in the first help
information table; and
display the third unit of help information read from the third help
information entry for the first content item of the first step on the
display.
59. (Previously presented): The system of claim 58, wherein the bodily injury
insurance claims processing program is further executable to:
determine a first relevance value for the first unit of help information read from
the first help information entry for the first step;
determine a third relevance value for the third unit of help information read from
the third help information entry for the first content item of the first step;
and
wherein the first unit of help information and the third unit of help information are
displayed in order of their relevance values.

60. (Previously presented): The system of claim 58, wherein the bodily injury insurance claims processing program is further executable to:

read a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;
read a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and
wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

61-63. (Cancelled).

64. (Currently amended): A bodily injury insurance claims processing system comprising:

a computer system including a memory medium;
a display device coupled to the computer system;
one or more user input devices coupled to the computer system;
a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:
one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;
one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database,
wherein the one or more help information tables comprise:
a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
a text table, wherein units of help information in the text table include text sections from the one or more documents; and

one or more index tables comprising index table entries configured for use in locating help information entries in the one or more help information tables; and

a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

initiate processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim; retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locate a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables;

retrieve a plurality of object identifiers from the plurality of page identifier entries;

locate a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

read a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;
read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

display the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display device; and

display the display page for the first step on the display device;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;

wherein the first plurality of help information units are displayed in order of their relevance values; and

wherein, in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

65. (Cancelled)

66. (Previously presented): The system of claim 64,
wherein the first step includes a plurality of content items;
wherein the plurality of content items are displayed on the display page for the first step;
wherein one or more of the plurality of content items of the first step are each associated with a content item code; and

wherein the bodily injury insurance claims processing program is further executable to:

retrieve one or more content item codes for the one or more of the plurality of content items;

locate one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;

retrieve one or more object identifiers from the one or more content item code entries for the one or more content item codes;

locate a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;

read a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and

display the second plurality of units of help information read from the second plurality of help information entries on the display device.

67. (Previously presented): The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

read one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables; and

display the first plurality of units of help information and the second plurality of units of help information on the display device in order of the relevance values.

68. (Previously presented): The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

determine a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

display the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

Claims 69-80 (Cancelled)

81. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step, wherein the help database comprises one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
a text table, wherein units of help information in the text table include text sections from the one or more documents;

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the help database;

reading the second unit of help information for the first step from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

displaying the first unit of help information read from the first help information entry for the first step on the display; ~~and~~

displaying the second unit of help information read from the second help information entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of

the display and the first unit of help information is displayed on another portion of the display;

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and
wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

82. (Cancelled)

83. (Previously presented): The carrier medium of claim 81,
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;
wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information;
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers; and
wherein, in said locating the first help information entry for the first step in the help database using the page identifier for the display page, the program instructions are further computer-executable to implement:
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page,
wherein the first index table entry comprises a first object identifier;
reading the first object identifier from the index table entry; and

locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.

84. (Cancelled)

85. (Previously presented): The carrier medium of claim 81, wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

86. (Previously presented): The carrier medium of claim 81, wherein the program instructions are further computer-executable to implement:

- providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database;
- receiving a first term to be searched for in the search interface;
- initiating a search for the first term in the help database;
- locating a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
- reading the first unit of help information for the first term from the first help information entry in the help database; and
- displaying the first unit of help information read from the first help information entry for the first term on the display.

87. (Cancelled).

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88. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

- initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiating a first step in the processing of the bodily injury insurance claim;
- retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;
- locating a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in one or more help information tables, wherein the one or more help information tables comprise:
 - a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
 - a text table, wherein units of help information in the text table include text sections from the one or more documents;
- reading the first object identifier from the first page identifier entry;
- reading the second object identifier from the second page identifier entry;
- locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;

locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the first help information table;

reading the second unit of help information for the first step from the second help information entry in the first help information table;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

displaying the first unit of help information read from the first help information entry for the first step on the display;

displaying the second unit of help information read from the second help information entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values; and

wherein, in determining at least one of the first or second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

89-90. (Cancelled)

91. (Previously presented): The carrier medium of claim 88,
wherein the first step includes one or more content items each associated with a
content item code, and wherein the content items are displayable on the
display page for the first step;
wherein the program instructions are further computer-executable to implement:
locating a first content item code entry for the first content item code in
the first index table, wherein the first content item code entry
includes a third object identifier for locating help information
entries in the one or more help information tables;
retrieving the third object identifier from the first content item code entry;
locating a third help information entry for the third object identifier in the
first help information table, wherein the third help information
entry for the third object identifier includes a third unit of help
information for the first content item of the first step;
reading the third unit of help information for the first content item of the
first step from the third help information entry in the first help
information table; and
displaying the third unit of help information read from the third help
information entry for the first content item of the first step on the
display.
92. (Original): The carrier medium of claim 91, wherein the program instructions are
further computer-executable to implement:
determining a first relevance value for the first unit of help information read from
the first help information entry for the first step;
determining a third relevance value for the third unit of help information read
from the third help information entry for the first content item of the first
step; and
wherein the first unit of help information and the third unit of help information are
displayed in order of their relevance values.

93. (Cancelled)

94. (Cancelled).

95. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim;

retrieving a page identifier for a display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables, wherein the one or more help information tables comprise:

a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and
a text table, wherein units of help information in the text table include text sections from the one or more documents;

retrieving a plurality of object identifiers from the plurality of page identifier entries in response to initiating the first step;

locating a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

reading a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;

reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

displaying the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display;

wherein the first plurality of help information units are displayed in order of their relevance values; and

wherein, in determining at least one of the plurality of relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

96. (Cancelled).

97. (Original): The carrier medium of claim 95,
wherein the first step includes a plurality of content items;
wherein the plurality of content items are displayed on the display page for the first step;

wherein one or more of the plurality of content items of the first step are each associated with a content item code; and

wherein the program instructions are further computer-executable to implement:

- retrieving one or more content item codes for the one or more of the plurality of content items;
- locating one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;
- retrieving one or more object identifiers from the one or more content item code entries for the one or more content item codes;
- locating a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;
- reading a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and
- displaying the second plurality of units of help information read from the second plurality of help information entries on the display.

98. (Cancelled).

99. (Previously presented): The carrier medium of claim 97, wherein the program instructions are further computer-executable to implement:

- determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and
- displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total

number of the page identifier and content item codes that occur in each unit of help information.

Claims 100-113 (Cancelled)

114. (Previously presented): The method of claim ¹~~3~~, wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises using a word count for a term or a code from the first help information entry, wherein determining the second relevance value comprises using a word count for the term or the code from the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

115. (Cancelled)

116. (Cancelled)

117. (Cancelled)

118. (Currently amended): The method of claim ~~123~~¹²³⁺¹⁵, wherein the first and second relevance values comprise relevance values for occurrences headers and relevance values for text sections, wherein the weight or scaling factors for the first and second relevance values are such that the relevance values for the headers are always at least as high as the relevance values for the text sections.

119. (Currently amended): The method of claim ~~123~~¹²³⁺¹⁵, wherein the first and second relevance values comprise relevance values for occurrences headers and relevance values for text sections, wherein the weight or scaling factors for the first and second relevance values are such that the minimum relevance values for the headers are the maximum relevance values for the text sections.

120. (Previously presented): The method of claim 1, further comprising displaying on the display a location of an occurrence of the first unit of help information in one or more documents.

121. (Previously presented): The method of claim 1, further comprising displaying on the display a location of an occurrence of the first unit of help information in one or more documents, wherein the location is displayed as a chapter hierarchy of at least one of the documents in which the occurrence is found.

122. (Previously presented): The method of claim 1, wherein one portion of the display comprises a plurality of step elements, wherein another portion of the display comprises context sensitive help for the step and context sensitive help for each of the step elements.

123. (New): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

- initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

- initiating a first step in the processing of the insurance claim;

- retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

- locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information

entry for the first step includes a first unit of help information for the first step;

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the help database;

reading the second unit of help information for the first step from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

displaying the first unit of help information read from the first help information entry for the first step on the display;

displaying the second unit of help information read from the second help information entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display; and

wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the second relevance value comprises determining a position of the code or the

term in the second help information entry, wherein, in determining at least one of the first and second relevance values, a header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

124. (New): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:
A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:

initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the insurance claim;

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step;

locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step;

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the help database;

reading the second unit of help information for the first step from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step;

displaying the first unit of help information read from the first help information entry for the first step on the display;

displaying the second unit of help information read from the second help information entry for the first step on the display; and

displaying the display page for the first step on the display;

wherein the first unit of help information for the first step comprises context sensitive help for the first step, wherein the context sensitive help for the first step is automatically invoked and displayed on the display when the first step is initiated, wherein the first step is displayed on one portion of the display and the first unit of help information is displayed on another portion of the display; and

wherein the first and second units of help information comprise headers from one or more documents related to the processing of the bodily injury insurance claim and text sections from the one or more documents, wherein determining at least one of the relevance values comprises:

using a word count for a term or a code from the help information entry to produce a percentage relevance value;

using a position of a code or a term in the help information entry and using position of the occurrence and the total word count of the portion of the document to produce a positional relevance value; and

combining the percentage relevance value and the positional relevance value to produce the relevance value for the occurrence, wherein, in determining at least one of the first and second relevance values, a

header relevance value is adjusted such that occurrences in the headers are more relevant than occurrences in the text sections.

REMARKS

Amendments to claims 1, 13, 24, 43, 54, 64, 81, 88, 95, 118, and 119 and cancellation of claims 2,3, 6, 14-16, 22, 25, 44, 45, 48, 52, 53, 55-57, 62, 63, 65, 82, 84, 87, 89, 90, 94, 96, 98, 115, and 117 have been proposed. Claims 123 and 124 are new. Amended claim 1 includes features of cancelled claims 2, 3, and 6. Claim 123 includes features of claim 1 and cancelled claim 115. Claim 124 includes features of claim 1 and cancelled claim 117.

Conclusion

Applicant submits that all pending claims are in condition for allowance, and an early notice to that effect is earnestly solicited. If a phone interview would speed allowance of any pending claims, such is requested at the Examiner's convenience.

If any extensions of time (under 37 C.F.R. § 1.136) are necessary to prevent the above referenced application(s) from becoming abandoned, Applicant(s) hereby petition for such extensions. The Commissioner is authorized to charge any fees which may be required, or credit any overpayment, to Meyertons, Hood, Kivlin, Kowert & Goetzel, P.C. Deposit Account No. 501505/5053-35700/EBM.

Respectfully submitted,

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